Teaching & Delivery Coordinator

Department: Computer Science
Hours of work: Full-Time / 37 hours a week / 1 FTE (0.8 FTE would be considered)
Contract type: Open
Salary: Grade 5 / £27,131 - £33,314 a year
Main purpose of the role

The role-holder coordinates the Department’s taught (undergraduate and postgraduate) teaching programme team and delivery. Specifically, the role holder oversees the student records and teaching programmes relating to taught students, including servicing committees in relevant areas.

Reporting to the Student Well-Being & Teaching Manager, the role coordinates the work of the teaching delivery team and is responsible for ensuring our teaching and assessment delivery runs smoothly and optimally.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities

   ● To coordinate the administrative team in delivering a high level of service across the department’s teaching and assessment operations.
   ● With the Student Well-Being & Teaching Manager, the role works closely and collaboratively with the Department’s Board of Studies Chair, Director of Teaching, Chair of Board of Examiners, Taught Project Coordinator and Programme Leaders to ensure teaching and assessment operations run smoothly and optimally.
   ● To support teaching-related committee servicing, which incorporates proactive liaison with committees and chairs. This includes working with the Department’s Teaching Committee to plan curriculum and our teaching timetable and the Board of Examiners’ Chair in scheduling the Department’s assessments and exam boards.
   ● Oversees the Department’s taught student information - including website and handbook production.
   ● Lead on tracking student and programme data togethering with accurate reporting to support the Department’s decision making.
   ● Ensure allocation of supervisors and accuracy and security of taught student records. This includes overseeing our taught student project administration (including storage in our local project library), module option selection process together with ensuring our students are enrolled, registered to the correct modules and credit.
   ● To coordinate our teaching quality assurance which includes accurate recording of data across the University’s Module Catalogue and our local Teaching Porta, together with tracking changes to our modules and programmes.
   ● Effective planning and forecasting to model hours per week for different cohorts and/or laboratories and to check the effects of potential programme changes.
   ● To coordinate our assessment and exam operations, ensuring our assessment procedures are robust and secure.
   ● To work collaboratively with various central teams (including: teams across Student Services, Visa compliance and timetabling) to ensure effective communication, scheduling and record and assessment management for students.

This is a key role that sits more broadly within the Student and Academic Support Services (SASS) team and will deputise for the Student Well-Being & Teaching Manager when required. Please note occasional weekend working would be expected to support our Open Days and Graduation celebrations. Further it would be expected that any other duties are undertaken that reasonably fall within the scope of the role following consultation with the post holder.
2. University of York Responsibilities for Grade 5

Service and Operational Delivery
- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution
- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication
- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight
- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.
Planning and Organisation

- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>Experience of providing a high-level of customer service</td>
<td>Essential</td>
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<td>Proven problem-solving and negotiation skills with the ability to prioritise to meet required deadlines</td>
<td>Essential</td>
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<td>Able to produce work to high standards with attention to detail</td>
<td>Essential</td>
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<td>Able to maintain excellent interpersonal skills whilst working under pressure</td>
<td>Essential</td>
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<td>The ability to manage confidential records effectively and securely together with understanding of confidentiality and data protection issues</td>
<td>Essential</td>
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<td>Familiarity with Higher Education (HE) systems e.g. SITS/e:Vision or equivalent</td>
<td>Desirable</td>
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<tr>
<td>Knowledge and experience of procedures and policies – especially with regards to managing student information, assessment scheduling and timetabling</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 5

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#)). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Manage small-scale projects
- Gather, analyse, interpret and report data/information
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools

**Behaviours:**

- Works collaboratively with others
- Delivers a quality service
- Develops self and others
- Actively champions respect, inclusivity, equality and diversity
- Identifies and implements continuous improvement